

SEAMLESS OVERPAYMENT RECOVERY SERVICE (SEAMLESS ORS) FLOW CHART

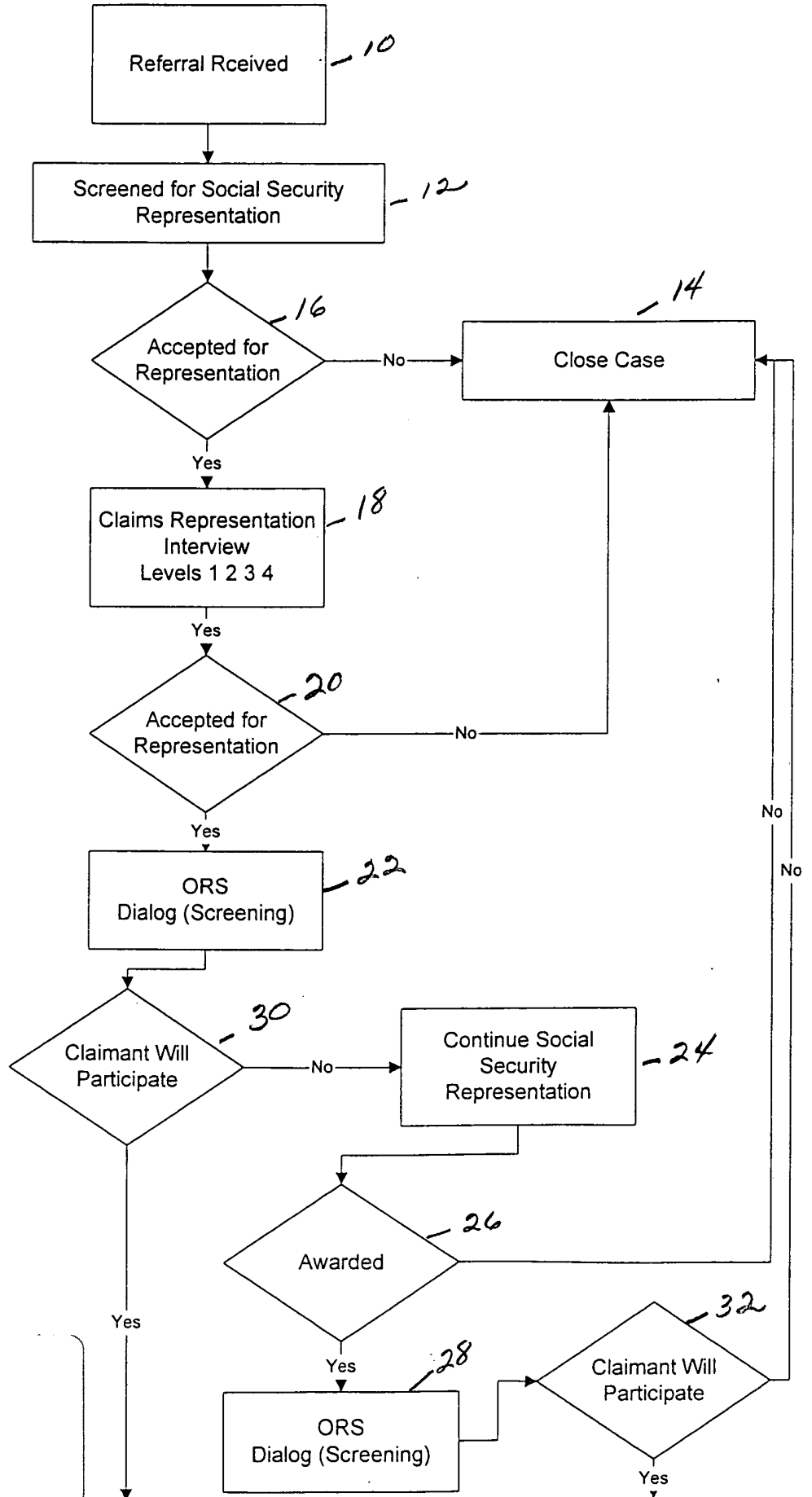


FIGURE 1

SEAMLESS OVERPAYMENT RECOVERY SERVICE FLOW CHART  
(SEAMLESS ORS)

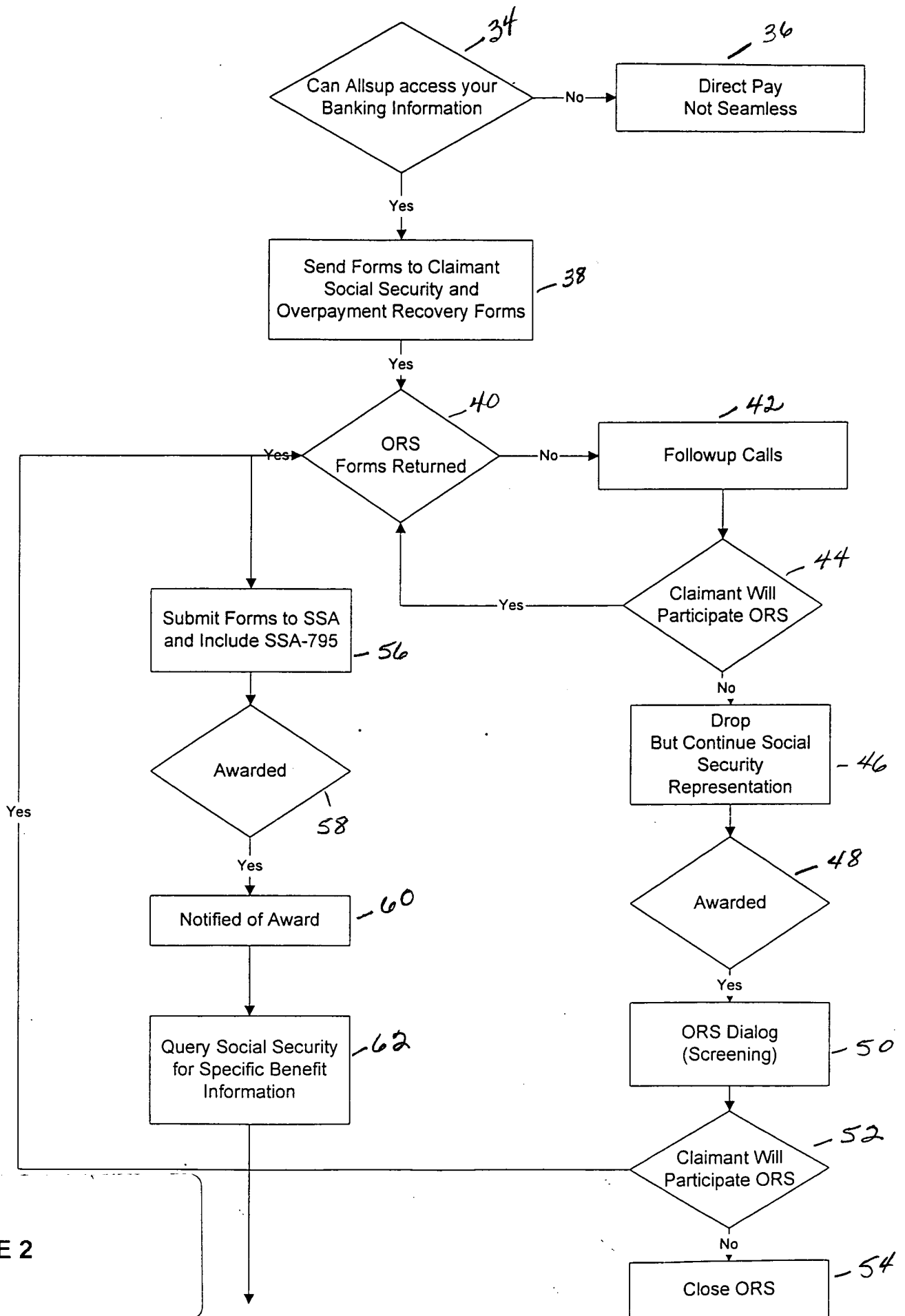


FIGURE 2

SEAMLESS OVERPAYMENT RECOVERY SERVICE FLOW CHART  
(SEAMLESS ORS)

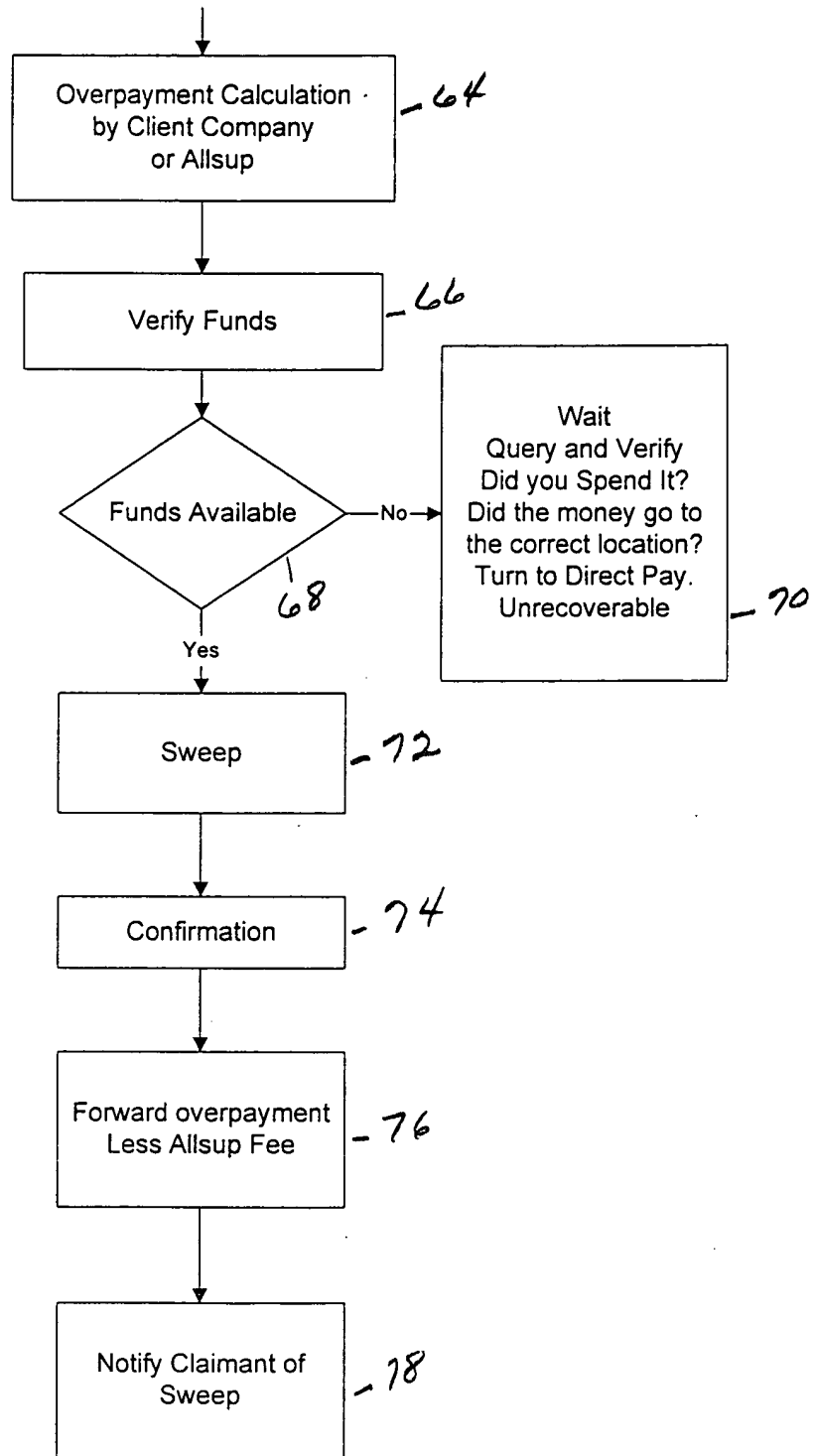


FIGURE 3

# Overpayment Recovery Service Input Screens

FIGURE 4

SmartWare for Windows (New Version)

Window 1  
ORSDATA5.UW  
SCREEN 1

SSR Case ORS Data File

07/26/2000  
02:42:20P

Client Co :  
Site ID :  
Employer :  
SSN : Deceased/No Mail:  
Claimant :  
Address 1 :  
Address 2 :  
City/St/Zip :  
Consultant :  
Assistant :  
Level/Sts :  
Claim Nbr. :  
Clmt Elctd :  
AOD :

PgDn For Client Data

Menu: Data File Order Print Tools Window Help Remember Quit

View: orsdata5.uw Window:1 Rec:1 (1)

Load Create Modify Save Unload Activate Display-Active Import Export Password

FIGURE 5

SmartWare for Windows (New Version)

Window 1  
ORSDATA5.UW  
SCREEN 2

SSR Case ORS Data File

07/26/2000  
02:42:20P

Initial Forms to Clmt : Did Allsup do Initial App :  
Initial Forms FU : Initial App Status :  
Initial Forms to SSA : Recon Forms FU :

ORS Status :  
ORS Comment :  
NQ Reason :  
Current ORS Stage : AltF5 Me  
ORS FU Date : Type : Assigned 2 :  
Lead ORS FU Date : Type : Lead Assng :  
Initial Referral Status : PENDING Dir Pay Option Avail Y  
SSA Form 795 :

Call Transistioned By Rep : Claimant Incentive :  
ORS Group :  
PgDn For Talk Sheet

Menu: Data File Order Print Tools Window Help Remember Quit

View: orsdata5.uw Window:1 Rec:1 (1)

Load Create Modify Save Unload Activate Display-Active Import Export Password

# Overpayment Recovery Service Input Screens

FIGURE 6

SmartWare for Windows (New Version)

Window 1 « ↔ »

ORSDATA5.UW 07/26/2000

SCREEN 3 SSR Case ORS Data File 02:42:20P

Case Received : Direct Pay Only

Bank Forms to Claimant : ORS Init Letter :

Banks Forms Received From Claimant : ORS Auth Recvd :

Bank Account Transfer Date :

ORS Repayment Method/Acct Type :

Case Returned : Time : 0

Op to Client :

Op from Client : Time : 0

Op Received : Time : 0

ORS Closed :

Page Down For Bank Data

Menu: Data File Order Print Tools Window Help Remember Quit

View: orsdata5.vw Window:1 Rec:1 (1)

Load Create Modify Save Unload Activate Display-Active Import Export Password

FIGURE 7

SmartWare for Windows (New Version)

Window 1 « ↔ »

ORSDATA5.UW 07/26/2000

SCREEN 4 SSR Case ORS Data File 02:42:20P

Talksheet

Date	Comment	Emp
07/18/2000		
07/18/2000		
03/24/2000		
03/01/2000		
03/01/2000		
02/09/1999		
12/10/1997		
12/10/1997		
04/10/1997		

Page Down For Fee Data

Menu: Data File Order Print Tools Window Help Remember Quit

View: orsdata5.vw Window:1 Rec:1 (1)

Load Create Modify Save Unload Activate Display-Active Import Export Password

# Overpayment Recovery Service Input Screens

FIGURE 8

SmartWare for Windows (New Version)

Window 1

ORSDATA5.UW 07/26/2000  
SCREEN 5 SSSDR Case ORS Data File 02:42:20P

A. SSDI Retroactive Benefits : 0.00 Actual Payment Type :  
C. Dependent Retroactive Benefits : AmtAuthByClient \$0.00  
D. Extra SSDI Monthly Payments :  
E. Total Funds Available to Repay : 0.00  
F. Grs Overpayment Amt Due Client :  
G. Claimant Incentive Percentage : %  
H. Claimant Incentive Amount :  
I. Net Overpayment Due to Client : 0.00  
J. Amount Recovered From Claimant : 0.00  
K. ORS Fee Basis :  
L. Overpayment Recovery Fee % :  
M. ORS Fee : Q. Claims Fee  
N. Percentage of Op Recovered(J/I): 0.0  
O. Percentage of OP to Repay (J/E): 0.0  
P. Percentage of OP to Retro (J/A): 0.0

Page Down for More Data

Menu: Data File Order Print Tools Window Help Remember Quit

View: orsdata5.vw Window:1 Rec:1 (1)  
Load Create Modify Save Unload Activate Display-Active Import Export Password

FIGURE 9

SmartWare for Windows (New Version)

Window 1

ORSDATA5 07/26/2000  
SCREEN 6 ORS Data Partial Pay 02:42:20P

Payments

Payment-Am	Payment-Da	P	B

End of Data

Menu: Data File Order Print Tools Window Help Remember Quit

View: orsdata5.vw Window:1 Rec:1 (1)  
Load Create Modify Save Unload Activate Display-Active Import Export Password

Overpayment Recovery Service  
Input Screens

SmartWare for Windows (New Version)

Window 1

End of Data

Fee Rate : 1.0  
Clnt LORS : Y  
ORS Rate :  
ORS Part. : Y  
Retro  
SSI Retro  
Dep Retro  
LORS OP Amt \$0.00  
Amount 24.74  
LORS Fee \$0.00  
ORS Quarter  
Percent of Stmt  
ORS Amt Due Client 0.00

Menu: Data File Order Print Tools Window Help Remember Quit

View: orsdata5.uw Window:1 Rec:1 (1)

Load Create Modify Save Unload Activate Display-Active Import Export Password

PASS ENVIRONMENT

AUTOMATED FEDERAL FORM PROGRAMS

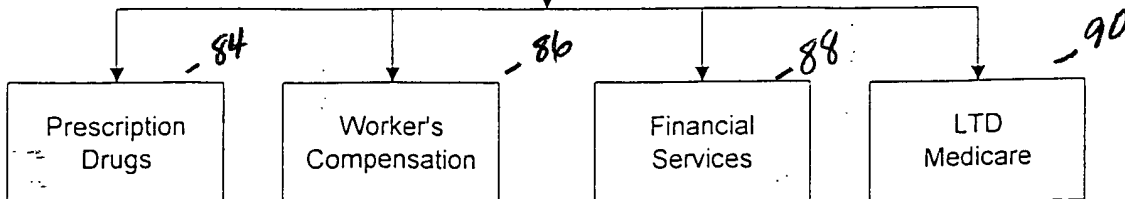
1696  
SSA-16-F6  
SSA-795  
SSA-3369  
SSA-3368  
SSA-4-BK  
SSA-11  
SSA-546  
SSA-1709  
SSA-821  
SSA-795 Standard  
Report of Contact  
SSA-561-U2  
SSA-3441-F6  
HA-501-U2  
HA-4486  
HA-520  
827-CA  
827-IA  
827-IL  
827-KAISER  
827-MAYO  
827-NATIONAL  
827-OH  
827-OK  
827-TX  
827-VETERANS ADMINISTRATION  
827-WI

-80

FIGURE 11

PASS  
Once Federal Forms  
are completed the  
Pass Review is  
Populate for Review  
within the above  
process

-82





# PASS WORKFLOW

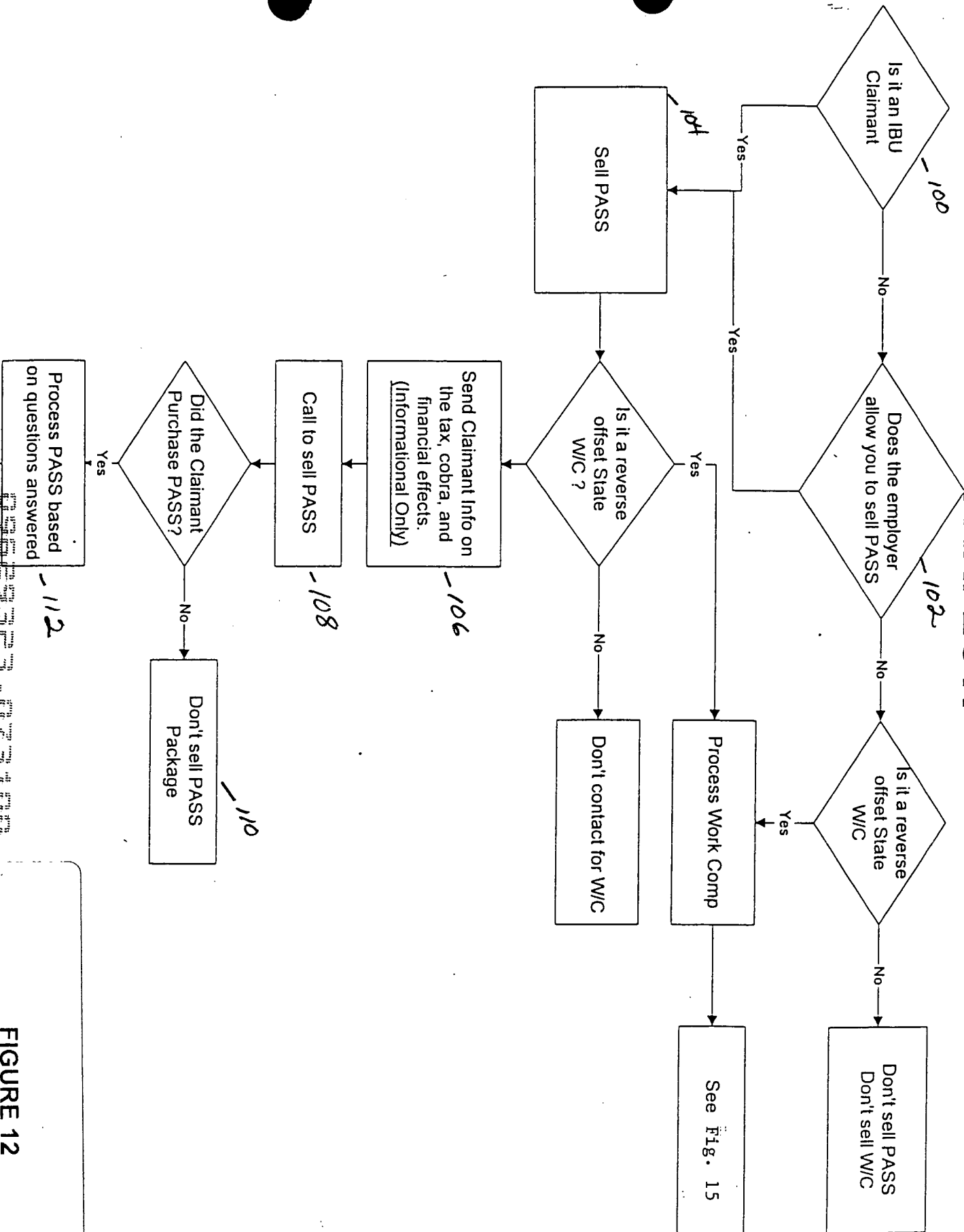


FIGURE 12

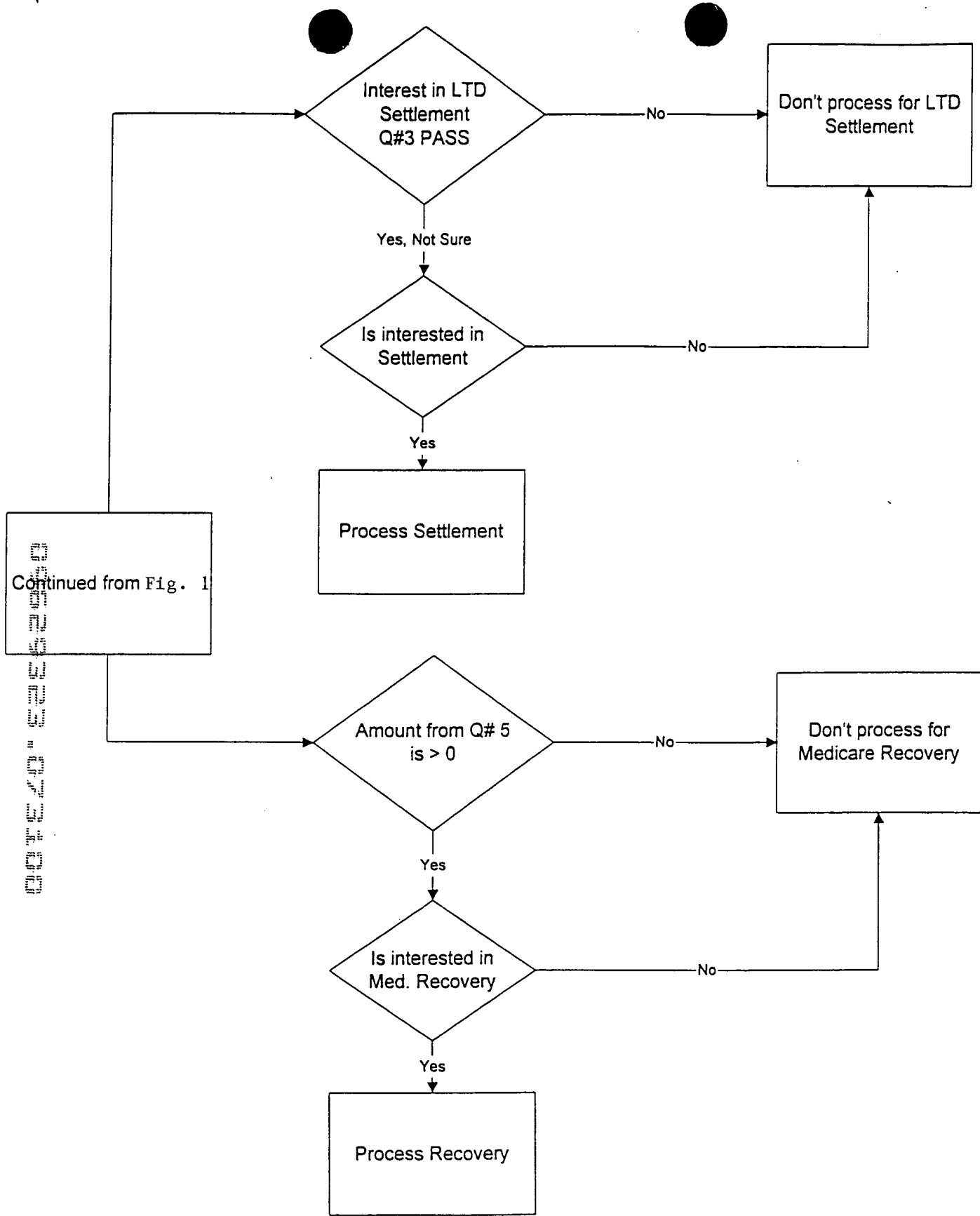


FIGURE 13

Continued from  
Fig. 1

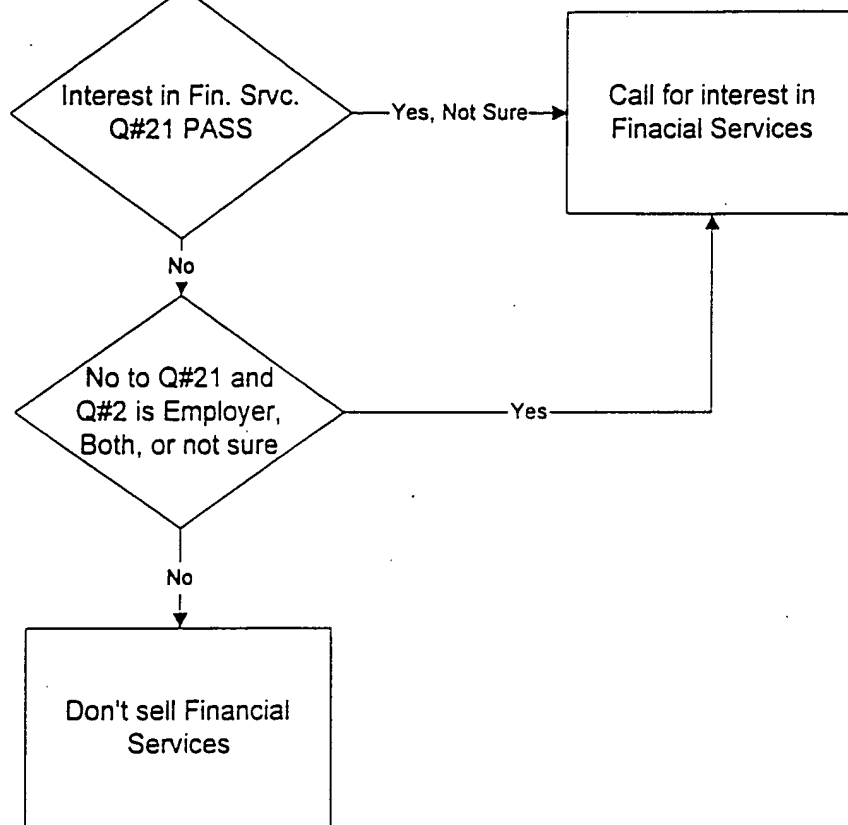


FIGURE 14

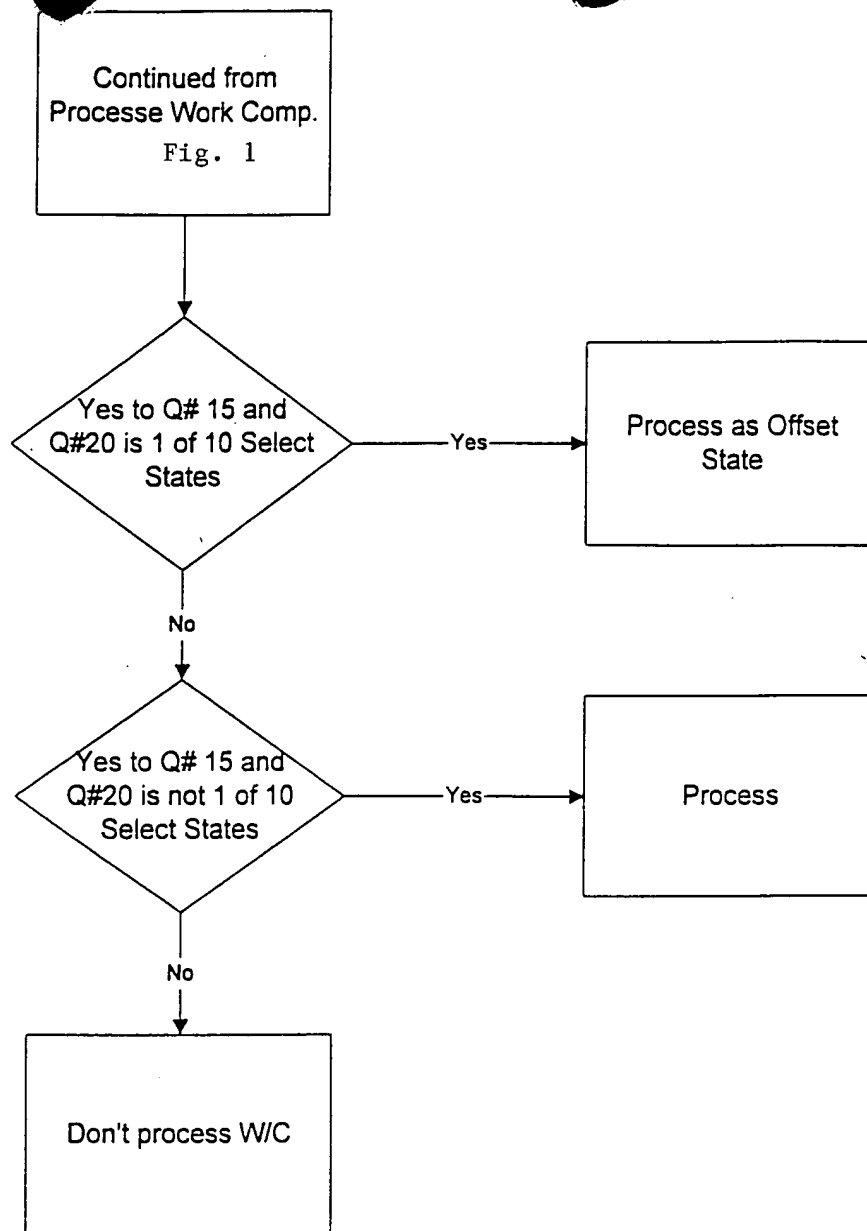


FIGURE 15

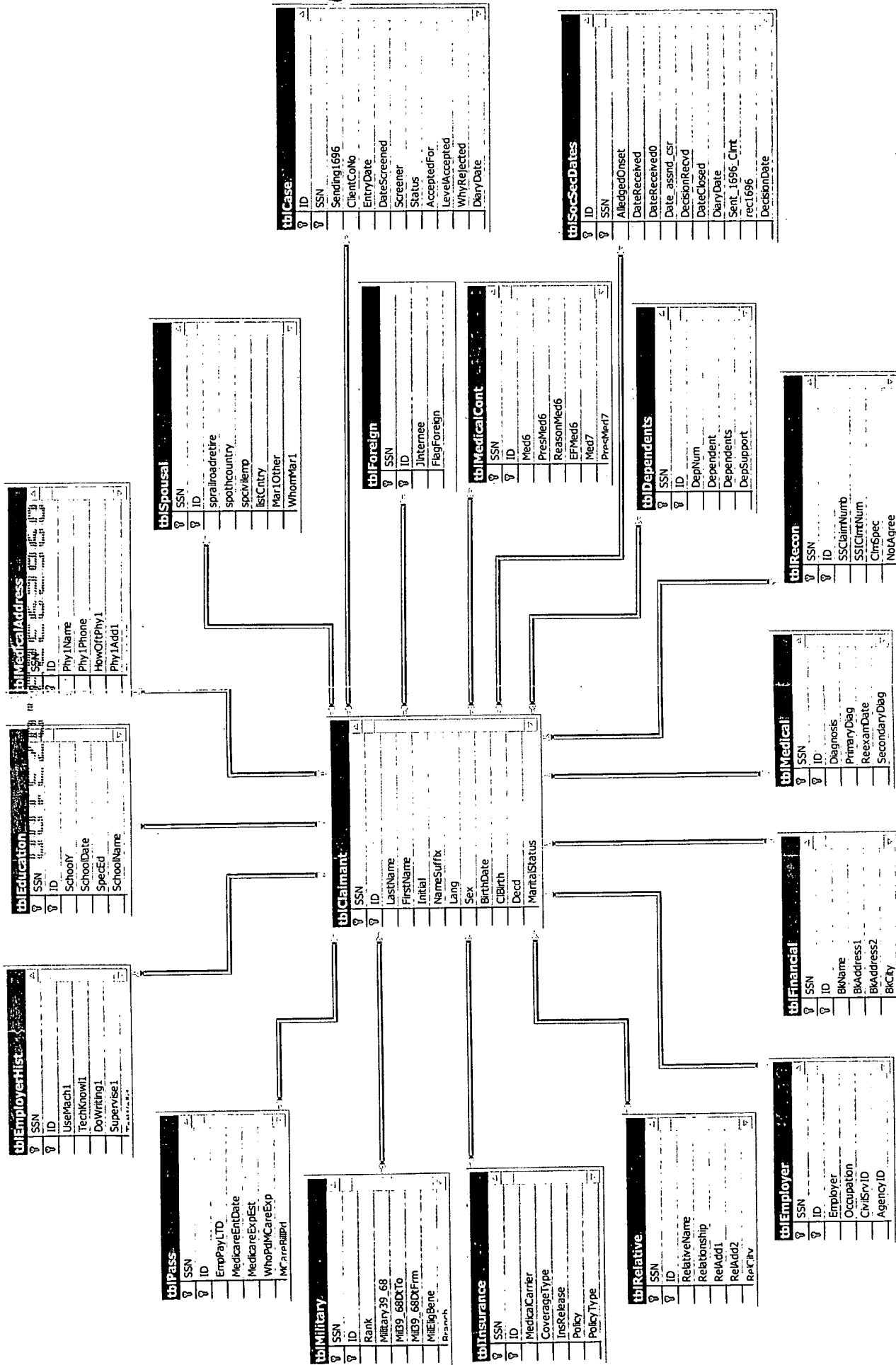


FIGURE 16